

HAWAIIAN AIRLINES  
FLIGHT ATTENDANT AGREEMENT

SECTION 34-6: LETTERS OF AGREEMENT

EXHIBIT F

March 10, 2003

Ms. Sharon Soper  
MEC President  
Association of Flight Attendants  
500 University Avenue, #125  
Honolulu, HI 96826

RE: Discipline Policy

Dear Ms. Soper:

This will confirm our understanding reached during the recent mid-term negotiations that the "Progressive Disciplinary Procedures for Hawaiian Airlines Flight Attendants" negotiated with the Company and dated January 16, 1992 and currently in place will remain in place and unchanged for the duration of the current Flight Attendant Agreement and throughout the statutory "Status Quo" period.

Sincerely,



Brian Worth  
Director of Inflight Services  
Hawaiian Airlines, Inc.

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January 16, 1992

Ms. Sharon Soper  
MEC President  
2033 Nuuanu Avenue #18A  
Honolulu, HI 96817

Dear Sharon:

The attachment (Appendix A) to this letter reflects the agreement reached during our discussions on the Flight Attendant Progressive Disciplinary Procedures.

If you concur with the procedures set forth in Appendix A, please sign below.

Thank you.

Yours truly,

Harish Dhani  
Director  
In-Flight Services

Agreed:

Sharon Soper  
MEC President  
Date: 1/16/92

**HAWAIIAN AIRLINES  
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**APPENDIX A**

PROGRESSIVE DISCIPLINARY PROCEDURES  
for  
HAWAIIAN AIRLINES FLIGHT ATTENDANTS

General Policy:

The purpose of progressive discipline is to allow an employee who has been remiss an opportunity to improve his/her work performance. Flight Attendants shall be looked at on an individual basis. Specific factors shall be taken into consideration e.g., past record, length of service, demonstrated an improvement in problem work areas, etc. Reasonable excuses for infractions, tardiness etc., shall be accepted and not counted against a Flight Attendant. Reasonable excuses shall include delay due to weather, mechanical or circumstances beyond the control of the Flight Attendant. For example: Weather could mean a snow storm, mechanical could mean a flat tire and circumstances beyond her control could mean an accident which caused a major traffic jam which could not be detoured around. In all cases, the Spirit of Aloha shall be included with regard to progressive discipline.

Like infractions shall be grouped together. Minor and major infractions shall not be combined to accelerate discipline. The following shall serve as guidelines when it is determined that progressive discipline is warranted. Whenever possible counseling or the lesser discipline shall be administered.

**I. MINOR INFRACTIONS (Late Check-ins) Unexcused**

Any infraction in an on-going 365 day period

|               |  |
|---------------|--|
| Late Check-in | Counseling   |
| Late Check-in | Counseling   |
| Late Check-in | Counseling   |
| Late Check-in | The fourth (4th) late check-in in a 365 day period may generate a Letter of Warning.*** (See note) |

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**APPENDIX A**

|               |   |
|---------------|---|
| Late Check-in | Once a Letter of Warning is sent, the next late check-in within 365 days may generate another letter or a 1-3 day suspension. |
| Late Check-in | Once a Letter of Warning is sent, the next late check-in within 365 days may generate another letter or 5-7 day suspension.   |
| Late Check-in | Once a Letter of Warning is sent, the next late check-in within 365 days may generate another letter or 8-10 day suspension.  |

At this point in the progressive disciplinary procedure the Company and Association will meet to determine if EAP intervention is warranted.

|               |  |
|---------------|--|
| Late check-in | 14 day suspension  |
| Late check-in | 30 day suspension  |
| Late check-in | Longer suspension up to and including termination if the late check-in occurs within 365 days of the first letter generated. |

Flight Attendants shall be given a four (4) minute grace period for checking in.

**II. MAJOR INFRACTIONS (Missed Flights) Unexcused**

|                   |   |
|-------------------|---|
| 1st Missed Flight | May generate counseling, an oral warning, a letter or no action |
| 2nd Missed Flight | May generate a letter or 1-3 day suspension*** (See Note)       |
| 3rd Missed Flight | May generate a letter or a 1-7 day suspension                   |
| 4th Missed Flight | 14 day suspension   |

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|                   |   |
|-------------------|---|
| 5th Missed Flight | May generate a letter or up to 30 day suspension  |
| 6th Missed Flight | Longer suspension up to and including termination if the missed flight incident occurs within 365 days of the first letter generated. |

III. \*\*\*NOTE – (Clarification)

Any infraction that is 365 days old shall be erased from a Flight Attendants record as long as a Letter of Discipline (Warning) has not been issued. Once a Letter of Discipline (Warning) is issued, the Flight Attendant must go 365 days without another like infraction. When a Flight Attendant has gone 365 days without a like infraction her record shall be cleared (slate is "wiped clean") and the letter cannot be used in any disciplinary action. If a Flight Attendant commits a like infraction after she has received a Letter of Discipline but has shown improvement over a number of months, the Company should (in the Spirit of Aloha) issue a letter in lieu of the more severe discipline scheduled in the next step of progressive discipline.

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